

GOVERNMENT OF ANDHRA PRADESH  
ABSTRACT

Labour Welfare – The Unorganized Workers’ Social Security Act, 2008 – “PMJJBY-Chandranna Bima” (Social Security Scheme of Providing Rs.5.00 lakhs) (Rupees Five Lakhs only) Accident Death insurance and other Benefits to the Unorganized Workers – Settlement of claims within 10 days SLA period in partial modification of previous Guidelines - Orders – Issued.

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**LABOUR EMPLOYMENT TRAINING & FACTORIES (Lab-I) DEPARTMENT**

**G.O.MS.No. 2**

**Dated: 11-01-2018**

Read the following:-

1. G.O.Ms.No.54, LET & F (Lab.I) Department, Dt. 30-09-2016.
2. G.O.Ms.No.4, LET & F (Lab.I) Department, Dt: 20-04-2017.
3. From the Commissioner of Labour, Lr.No.F/900/2015, dt:22.12.2015.

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**O R D E R:**

In the circumstances reported by the Commissioner of Labour, A.P., Vijayawada in the letter 3<sup>rd</sup> read above, Government after careful examination, here by issue the following guidelines for settlement of claims within 10 days under PMJJBY-Chandranna Bima (2<sup>nd</sup> year Chandranna Bima) in partial modification of earlier guidelines issued vide G.O., 2<sup>nd</sup> read above:

Stage I (0-3 days)

1. The registration of death at call centres shall trigger the online claim process (taken as zero date). On receipt of information the call centre shall send alert message to Bima Mitra, immediately on the same day.
2. After enquiry and confirming the death of an eligible PMJJBY-Chandranna Bima policy holder, the Bima Mitra shall make payment of Rs.5,000/- funeral charges immediately, as per norms prescribed by SERP, to the bereaved family and shall fill up, generate and upload the insurance claim, within (3) days.
3. On receipt of the information with the filled up form from the Bima Mitra, the Call Centre (Zilla Samkhya) shall send alert messages to all concerned departments within the first (3) days period and forward the connected parts of the claim application to the concerned departments for uploading the connected documents.

Stage II (3-6 days)

4. In the second 3 day spell, on receipt of the alert messages and the claim application by the connected Departments viz., MA&UD, PR&RD, Home (Police) and HM&FW Departments shall take necessary action for issue of Death certificate, FIR, Inquest and Post-mortem report and to upload the documents to the portal, for which separate logins are already provided. As per the existing SLA, the Departments concern shall upload the
- (P.T.O)

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connected documents as per the prescribed period which is mentioned below:

- (i) Death Certificate (2 days) – PR&RD, MA&UD, HM&FW
- (ii) FIR, Inquest report (2 days) - Police Dept.
- (iii) Post Mortem report (2 days) – HM&FW and Police Dept.
- (iv) In case of FSL report (7 days) – Police Dept.

Hence, except the FSL cases, all the documents shall be uploaded within 2 days by the connected departments in the second stage period i.e., 3 to 6 days.

- 5. The filled claim application along with documents will be scrutinized for completeness and correctness by the District Project Manager/ District officers of DRDA (SERP) at the district level and forwarded to the SERP Head office on the same day of receipt.
- 6. The SERP Head Office, after due scrutiny, will forward the application to the Insurance companies for settlement of the insurance claims in a time period of 1 day (6<sup>th</sup> day). The claim application for accidental death cases can also be pre-scrutinized in the SERP office by an appropriate team constituted by the Commissioner of Labour and CEO, SERP.

#### Stage III (6-9 days)

- 7. The next 3 days is earmarked for the insurance companies for processing and sanction of claims. They shall also upload the settlement details into the portal and release the insurance claim amount to SERP in this stage of 6-9days.

#### Stage IV ( 10<sup>th</sup> day & Ceremony days)

- 8. On the 10<sup>th</sup> day, the SERP shall take all necessary action to transfer the benefit amount directly to the bank account of the nominee of the deceased policy holder by DBT, so as to credit into the account of the nominee on the 10<sup>th</sup> day itself.
- 9. A team consisting of Bima Mitra and Janmabhoomi Committee member shall visit bereaved family of the deceased policy holder on 11<sup>th</sup> or 13<sup>th</sup> day as per Hindu/ Christian/ Muslim/Others ritual practices. In the death ceremony, the team, after observing 2 minute silence, shall hand over the insurance claim transfer proceedings and condolence message of the Hon'ble Chief Minister to nominee of the deceased policy holder.
- 10. The MLAs/MLCs and other public representatives, District and State level officials may participate in the programs so that momentum gains for streamlining the participation at field level.

Monitoring

Online monitoring mechanism shall be developed by the Implementing Agency, SERP for tracking the timely process, sanction and disbursement of PMJJBY-Chandranna Bima claim amount.

CEO, SERP and Commissioner of Labour shall closely monitor the scheme for its implementation as per the prescribed timelines.

All the connected Departments/Organisations are directed to implement the above Guidelines scrupulously.

**(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH )**

**NEERABH KUMAR PRASAD  
SPECIAL CHIEF SECRETARY TO GOVERNMENT**

**To**

The Commissioner of Labour, Andhra Pradesh, Vijayawada.

The Health, Medical and Family Welfare Department, A.P. Secretariat.

The Home Department, A.P. Secretariat.

The Panchayat Raj & Rural Department, A.P. Secretariat.

The Municipal Administration & Urban Development Department, A.P. Secretariat.

The ITE&C Department, A.P. Secretariat.

The Chief Executive Officer, Society for Elimination of Rural Poverty, Vijayawada.

The Commissioner, Andhra Pradesh Vaidhya Vidhana Parishad, Vijayawada.

The Director of Medical Education, A.P. Vijayawada.

The Director of Medical & Health, A.P. Vijayawada.

The Commissioner/ Director of School Education, A.P. Vijayawada.

The Director General of Police, Andhra Pradesh, A.P. Vijayawada.

The Commissioner of Intermediate Education, A.P. Vijayawada.

The Commissioner of Employment & Training, A.P. Vijayawada.

The Commissioner of Panchayat Raj , A.P. Vijayawada.

The Commissioner/ Director of Municipal Administration Department, A.P. Vijayawada.

The Life Insurance Corporation of India, New Delhi.

All the District Collectors.

**Copy to:**

All the Hon'ble Ministers/MPs/MLAs/MLCs ( through Commissioner of Labour)

The PS to Special CS to CM.

The PS to CS to Government.

The PS to Hon'ble Minister for Labour.

The PS to Special Chief Secretary to Government, LET&F Department.

The Regional Manager, Life Insurance Company, Hyderabad.

SC/SF.

//FORWARDED :: BY ORDER//

**SECTION OFFICER**